

SOCIAL SERVICE REPRESENTATIVE

DEFINITION: Under general supervision, performs work of moderate difficulty in providing paraprofessional level social services to individuals, families, children, and other beneficiaries of social welfare programs on conventional cases of limited difficulty; performs related work as assigned.

ESSENTIAL FUNCTIONS: This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

TASKS:

Obtains information on problems of individuals and families through interviews and home visits; draws conclusions and makes recommendations on appropriate action; verifies eligibility for program benefits; provides assistance and services; provides information and makes referrals for medical care, vocational guidance, training, etc; investigates social conditions in response to complaints and reports findings.

Assists clients in making application and preparation of required documents pertaining to foster home, placements, guardianship, and adoption; counsels clients and their families regarding appropriateness of placement and alternatives; escorts clients to and from placements, makes follow-up evaluation; counsels individuals and families on responsible use of trust funds and support services.

Refers clients to other tribal and non-tribal resources and programs as a part of the case plan; coordinates with other tribal and non-tribal resources and programs to provide support services including outreach/itinerant services, emergency assistance, food, clothing, education, etc.; facilitates and conducts therapeutic group sessions, prevention awareness time and money management training; transports clients to and from appointments; attends meetings, training, and conferences.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

Knowledge of social and human services and work procedures.
Knowledge of resources, treatment facilities and educational programs available to clients.
Knowledge of requirements of social service agencies.
Knowledge of limitations of social service agencies with the delivery of services.
Skill in identifying new sources of social service assistance.
Skill in locating sources of financial assistance.
Skill in developing and maintaining effective interpersonal relationships.
Skill in persuasion.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves moderate physical effort in assisting needy individuals and families.

MINIMUM QUALIFICATIONS: A high school diploma or GED; and four (4) years public/social welfare program experience; or an equivalent combination of education, training, and experience which provides the capabilities to perform the described duties.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.